

From: ou:DA PENTAGON TELECOMMUNICATIONS(uc),ou:ALARACT RELEASE AUTHORITY(uc)
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To: AL ALARACT(uc)
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UNCLASSIFIED//

A. DEPARTMENT OF DEFENSE COMMON ACCESS CARD POLICY MEMORANDUM, DATED 18 APR 02.

B. AFI 36-3026, IDENTIFICATION CARDS FOR MEMBERS OF THE UNIFORMED SERVICES, THEIR FAMILY MEMBERS, AND OTHER ELIGIBLE PERSONNEL.

1. THIS MESSAGE EXPIRES: 1 APRIL 2005

2. THIS MESSAGE PROVIDES CLARIFICATION AND UPDATES TO CAC AND TESLIN IDENTIFICATION CARD PROCEDURES AND SHOULD BE PASSED TO ALL ID CARD ISSUING FACILITIES, INSTALLATION AGS AND S1's.

3. REISSUING ID CARDS FOR DEPENDENTS OF MOBILIZED SOLDIERS. PER REF A., PARA 1.20, IF A SPONSOR IS DEPLOYED OR MOBILIZED FOR MORE THAN 30 DAYS AND IS UNAVAILABLE TO SIGN A DD FORM 1172, THE DEPENDENT CAN STILL RECEIVE THEIR ID CARD IF THEIR ELIGIBILITY FOR BENEFITS CAN BE CONFIRMED IN DEERS. A POWER OF ATTORNEY IS NOT REQUIRED. IT IS IMPORTANT TO BE AWARE OF THIS PROCEDURE SINCE SO MANY OF THE MOBILIZED RESERVE AND NATIONAL GUARD MEMBERS ARE BEING EXTENDED IN THEATER AND MAY NOT BE ABLE TO PROVIDE A PRE-VERIFIED DD FORM 1172 FOR THEIR ELIGIBLE DEPENDENTS. IF THEIR ELIGIBILITY CANNOT BE CONFIRMED IN DEERS, PLEASE CONTACT THE RESERVE COMPONENT PERSONNEL SERVICES SUPPORT DIVISION (RC PSSD) AT 703-3250083/DSN 221-0083. THE RC PSSD OFFICE WILL BE MANNED FROM 0800 - 2000 EST. OTHER DEERS QUESTIONS SHOULD BE ADDRESSED TO THE APPROPRIATE DEERS/RAPIDS PROJECT OFFICE (ACTIVE DUTY AT 703-325-2595/DSN 221-2595, RESERVE AT 314-592-1036/DSN 892-1036 OR NATIONAL GUARD AT 703-607-9172/DSN 327-9172), OR THE DEERS BENEFICIARY TELEPHONE CENTER AT 1-800-334-4162 (CALIFORNIA ONLY), 1-800-527-5602 (ALASKA AND HAWAII), 1-800-538-9552 (ALL OTHER STATES).

4. CARD TYPE WHEN TRAVELING TDY CONUS. DOD CIVILIANS WHO ARE DESIGNATED AS EMERGENCY ESSENTIAL (EE) PERSONNEL THROUGH THEIR CIVILIAN PERSONNEL OFFICE AND ON THEIR POSITION DESCRIPTION ARE ELIGIBLE FOR A GENEVA CONVENTION CAC (EMERGENCY ESSENTIAL-CONUS CONDITION) FOR THREE YEARS, OR THE END OF THEIR POSITION AS AN EMERGENCY ESSENTIAL PERSON. THERE ARE INDIVIDUALS THAT ARE CONSIDERED NONCOMBATANT CIVILIAN PERSONNEL THAT ACCOMPANY CONTINGENCY TROOPS TO AREAS OF CONFLICT. THESE INDIVIDUALS ARE NOT PRE-DESIGNATED AS EMERGENCY ESSENTIAL AND ARE GOING TO AREAS OF CONFLICT ON TDY ORDERS. THESE INDIVIDUALS GET THE GENEVA CONVENTION CAC ONLY FOR THE LENGTH OF THEIR TDY ORDERS TO THE COUNTRY OF CONFLICT.

5. CONTRACTOR ID CARDS. EFFECTIVE IMMEDIATELY, ALL DOD CONTRACTOR PERSONNEL MUST PRESENT A VERIFIED AND SIGNED DD FORM 1172-2 EACH TIME THEY REQUEST ISSUANCE OR RENEWAL OF THE DOD COMMON ACCESS CARD. QUESTIONS CONCERNING CONTRACTOR ELIGIBILITY IN DEERS CAN BE DIRECTED TO THE DEERS/RAPIDS PROJECT OFFICE, MR. ELBERT JACKSON, AT 703-325-9525/DSN 221-9525.

6. CACS USED FOR BASE ACCESS. STATESIDE DOD CIVILIAN EMPLOYEES WHO ARE TDY OCONUS NEED TO COORDINATE WITH THEIR SPONSORING AGENCY OCONUS TO NEGOTIATE INSTALLATION ACCESS. IN SOME CASES, THEIR ORDERS OR PASSPORT CONTAINING THE SSN WILL BE SUFFICIENT UNTIL INSTALLATION ACCESS IS GRANTED. LOCAL OCONUS COMMANDERS OR THE COUNTRY'S STATUS OF FORCES AGREEMENT DETERMINE WHETHER TDY TRAVELERS ON OFFICIAL BUSINESS ARE GRANTED MWR, COMMISSARY AND AAFES PRIVILEGES. TDY ORDERS AND INVITATIONAL TRAVEL ORDERS FOR CONTRACTORS GENERALLY SPECIFY THOSE PRIVILEGES, AND NOT THEIR CAC.

7. ARMY KNOWLEDGE ON-LINE. THE REQUIREMENT FOR ARMY KNOWLEDGE ONLINE (AKO) E-MAIL ADDRESS FOR ISSUANCE OF A CAC APPLIES TO ARMY PERSONNEL ONLY. PERSONNEL ON JOINT, DEFENSE, OR OTHER NON ARMY NETWORKS MAY PROVIDE AN ALTERNATE E-MAIL ADDRESS.

8. CAC RETURN PROCEDURES FOR ID CARD OFFICES. THE CAC RETURN INSTRUCTIONS HAVE BEEN UPDATED AND ARE AVAILABLE FOR DOWNLOAD ON THE VERIFYING OFFICIAL INFORMATION SYSTEM (VOIS). THE VOIS IS AVAILABLE AT URL: [HTTPS://WWW.DMDC.OSD.MIL/VOIS/OWA/VOIS](https://www.dmdc.osd.mil/vois/owa/vois) (LOWER CASE LETTERS) FROM THERE, SELECT THE "CONSUMABLES" LINK.

9. DOD BENEFICIARIES (FORMER SPOUSES) AND OTHER RAPIDS VERSION 6.3.1 CHANGES. EFFECTIVE WITH THE RAPIDS WORKSTATION UPGRADE VERSION 6.3.1, VERIFYING OFFICIALS (VO) WILL NO LONGER SEE THE RELATIONSHIP OF EXISTING FORMER SPOUSES DISPLAYED UNDER THEIR PREVIOUS SPONSOR. THESE INDIVIDUALS WILL SHOW THE PERSONNEL CATEGORY OF DOD BENEFICIARY. THIS APPLIES TO FORMER SPOUSES AND NOT WIDOWS. OTHER CHANGES IN RAPIDS 6.3.1 UPGRADE INCLUDES. A NEW RELATIONSHIP CALLED "PRE-ADOPTIVE CHILD," A NEW PERSONNEL CATEGORY CALLED "SERVICE AFFILIATE" AND A NEW PERSONNEL CONDITION CALLED "DESERTER." FOR FURTHER DETAILS AND A COMPLETE LIST OF 6.3.1 ENHANCEMENTS, PLEASE READ THE RAPIDS 6.3.1 LEARNING AID AVAILABLE ON THE VERIFYING OFFICIAL INFORMATION SYSTEM (VOIS) WEBSITE AT URL: [HTTPS://WWW.DMDC.OSD.MIL/VOIS/OWA/VOIS](https://www.dmdc.osd.mil/vois/owa/vois) (LOWER CASE LETTERS) BY CLICKING ON "WHAT'S NEW" OR "RAPIDS TRAINING RESOURCES."

10. BENEFICIARIES IN GUAM AND PUERTO RICO. THE DEERS/RAPIDS IDENTIFICATION CARD ELIGIBILITY CRITERIA FOR DOD, UNIFORMED SERVICES AND OTHER GOVERNMENT AGENCY CIVILIANS AND CIVILIAN PERSONNEL UNDER PRIVATE CONTRACT TO DOD OR UNIFORMED SERVICES WHEN STATIONED OR EMPLOYED IN GUAM & PUERTO RICO, IS CONTAINED IN THE UNIFORMED SERVICES IDENTIFICATION CARD REGULATION, AFI 36-3026 (I), ATTACHMENT 2, A2.18. THERE ARE NO WAIVERS TO THESE ENTITLEMENTS CURRENTLY IN EFFECT.

11. INITIAL ENTRY OF ACTIVE DUTY AND RETIREE PERSONNEL NOT ALREADY REFLECTED IN DEERS CAN ONLY BE ADDED BY THE ARMY/ARMY RESERVE/ARMY NATIONAL GUARD PROJECT OFFICERS. PERSONNEL CATEGORY/CONDITION CAN BE ADDED OR CHANGED FOR ACTIVE DUTY AND RETIREE PERSONNEL ALREADY REFLECTED IN DEERS BY VO'S AT ID CARD ISSUING FACILITIES.

12. IN ORDER TO MONITOR THE PROGRESS OF MASS ISSUANCE AND TO ASSIST WITH ISSUANCE RELATED PROBLEMS, ID CARD FACILITIES ARE REQUIRED TO PROVIDE WEEKLY UPDATES TO THE ARMY PROJECT OFFICE. THESE CAC WEEKLY UPDATES SHOULD BE SENT VIA EMAIL TO PHILIPPE.MICHAUD@HOFFMAN.ARMY.MIL. CALL 703-325-1767/DSN 221-1767 OR E-MAIL FOR FURTHER GUIDANCE.

13. FREQUENT USE OF THE VOIS WEBSITE IS ENCOURAGED. THIS WEBSITE CONTAINS TRAINING/REFERENCE MATERIALS, INFORMATION ON SOFTWARE UPDATES, AND LATEST STATUS OF THE DEERS SYSTEM AS WELL AS ADVANCE NOTICE OF SCHEDULED SYSTEM DOWNTIMES.

14. THE POINT OF CONTACT FOR THIS MESSAGE IS MR. ELBERT JACKSON, DEPUTY DEERS/RAPIDS PROJECT OFFICER, (703) 325-9590 OR DSN 221-9590, E-MAIL: JACKSOEO@HOFFMAN.ARMY.MIL.

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